

**COMMUNITY FORUM MEETING
NORTH EAST LINCOLNSHIRE CLINICAL COMMISSIONING GROUP
HELD ON 7th AUGUST 2019**

ATTENDEES

Chair, Community Lead for Urgent/Emergency Care & Care Contracting Committee
 Community Lead for Long Term Care & Support
 Community Lead for Women & Children
 Community Lead for Patient Experience
 Community Lead for Community Care
 Community Lead for Equality & Diversity
 Community Lead for Long Term Conditions

IN ATTENDANCE

Sally Czabaniuk	SC	Engagement Manager, NELCCG
Claire Illingworth	CI	Exec Admin Support, NELCCG (Note Taker)
Bev Compton	BC	Director of Adult Services
Nicola McVeigh	NM	Service Lead, Carers & Communities

		ACTION
1.	APOLOGIES & INTRODUCTIONS Apologies were received from the Community Lead for Delivery Assurance Committee, The Community Lead for Mental Health and Disabilities and the Community Lead for Dementia, Communications and Engagement.	
2.	DECLARATIONS OF INTEREST	
2.1	No declarations of interest were made.	
3.	MINUTES OF THE PREVIOUS MEETING & MATTERS ARISING	
3.1	The minutes of the previous meeting held on the 3 rd July 2019 were agreed as a true and accurate record. Matters arising and outstanding actions are as followed – 590 – Complete 591 – Complete 592 – AH & SC to arrange meeting with the Community Lead for Dementia, Communications and Engagement. 593 - Complete 594 – SC shared the dates of the outreach events, if anybody would like to attend any of the dates then please email jonathan.brooks3@nhs.net . 595 – Complete 596 - Complete	
4.	MEMBER/STRATEGIC UPDATES	
4.1	SC advised Community Forum members that when attending meetings at the Municipal Offices they are to report to Reception first, show them your ID badges and then Reception staff will allow you access to wherever you need to be. Be	

mindful not to come too early, as the meeting room may not be available. The Community Lead for Long Term Conditions explained that her ID badge allows her to enter the building electronically. SC advised that this needs to be changed as this should not be the case. CI to check all new ID badges.

- 4.2 AH announced that the current vacant roles for Care Contracting Committee representative and a new role around Primary Care will go out to advert in September. The new Primary Care role will be developed with Julie Wilson.
- 4.3 The Community Lead for Women & Children announced that she is attending the next Scrutiny committee to discuss the CAMHs service.
- 4.4 The Community Lead for Long Term Care & Support reported that the Red Bag Scheme may be extended as the Beacon and St Andrews Hospice are both interested. BC added that we are looking to supply another 20 bags, approx. The Red Bag Scheme has been very well received and fantastic data is being recorded. There is currently only 1 bag that has not been returned but plans are being made to retrieve this. A Red Book Scheme is also being looked at for Care Homes, this would allow them to input patient details etc., and this would make things even more streamlined.
- 4.5 SC confirmed that the Accord Annual Meeting is taking place on the 12th September 10:00 to 1:00 pm at the Humber Royal Hotel. This year we are having a market place style event with colleagues from the CCG, Council and other NHS organisations. A range of topics will be discussed including Children's Mental Health and Well Being, Public Health Research and Development, COPD App, Life planning, Medicines Managements and many more. The AGM will start at 1:00 pm.

5. CARE AT HOME RE-PROVISION

- 5.1 BC was in attendance to give an update on Care at Home Re-provision, see presentation attached.

BC explained that the Care at Home service was formally known as Domiciliary Care and we need to change the service due to various reasons, including :-

- Not enough capacity in the system due to inefficient ways of working
- Visits need to be scheduled so that workers don't have to rush
- Clients prefer to be allocated the same care worker or team
- Need to ensure we focus on what enables people to stay well and independent

- 5.2 BC continued to say that we need to better deliver the service with the resources we have got. We are looking to develop a service which supports people to live at home as independently as possible, for longer. We want to focus on teams and not time and look to upskill staff. A lot of the feedback received after the Adult Services Review was around the irregularity of service. Services can be better designed and integrated around the needs of users, we need to focus on achieving better outcomes for service users. This insight has informed how we

extend the pilot into the new specification. We have gone through a whole process of redesign and have created a specification, which has been formally challenged, and it will be presented to the Care Contracting Committee at the end of August.

5.3 One of the challenges at the moment is how we will measure the achievement of outcomes. BC asked the Community Forum for their thoughts on what is important to service users and how we can measure this. The Community Lead for Equality and Diversity asked what measures are in place around equality and protected characteristics. BC replied stating that there are currently no measures around this but this will be embedded into the new service. The question was also asked around how the “hidden people” will be reached. BC added that this is an issue that needs looking into, SC suggested working closely with the Voluntary and Community Sector as they are key, the eyes and ears of the community.

5.4 The Community Lead for Women and Children commented that in the past Service users would have a 10 minute appointment, the Staff providing the service were under such pressure to deliver within this time, how will staff be supported and enabled to provide the new service? BC replied that Providers did not have control of the timings before, if we can minimise the travel time we can plan time more effectively. A stable team based model will be essential to build relationships with service users. This will be a complete change in culture but the new model allows for flexibility and it improves communication. We are trialling this model, the pilot was very well received by staff and service users.

5.5 The Community Lead for Long Term Conditions asked how the new Specification fits in with the Re-ablement Strategy and how would this fit in with the staff. BC confirmed that there are some issues that we cannot make decisions on yet as we are waiting to see the outcome of the Re-ablement Strategy.

6. ADULT SERVICES REVIEW

6.1 BC gave an update on the Adult Services Review that took place in 2018. See presentation attached. Future Gov led on the review and BC is working with Nicola Stark to deliver the findings. Work completed to date includes :-

- Developed a shared vision statement and an adult services strategy has been (re)born
- Using new methods of working across CCG
- Regular communication with CCG, Focus, SPA, CPG and Navigo
- Link in with Humber Digital Strategy
- Information, advice and guidance work is continuing to be developed
- Developing protocols to ensure that housing and Social Services work better together
- Working with our providers, commissioners and key players to ensure the user can tell their story once

6.2 Future Gov revisited in July 2019, and feedback the following :-

- We have come a long way in 6 months
- Starting small but thinking big is widely adopted
- User centeredness is more evident
- The vision for adult services has been a unifying force
- We have laid the foundations for longer term change

Positive feedback has been received from Service Users since these changes have been made to the service.

6.3 SC asked how the Integrated Care Partnership would affect Adult Social Care now that the Primary Care Networks have moved away from this. BC commented that things will have to work differently but different opportunities should open up.

7. INDEPENDENT LIVING THROUGH AIDS & ADAPTATIONS

7.1 NM was in attendance to give an update on Independent living through aids and adaptations, see presentation attached.

NM spoke about the Assisted Living Centre (ALC) and the service that was launched following extensive professional and community engagement and involvement in April 2015. A full review of ALC provision was undertaken in 2018-2019. The ALC specification brings together both the equipment and wheelchair specifications, we are currently awaiting sign off from Care Contracting Committee. We are working with ALC to raise the profile of the service, over 900 people accessed the ALC last year for demonstration purposes.

7.2 NM spoke about minor and major adaptations and explained that this service is run by Engie. Occupational Therapy and Engie Technical staff now work together jointly. They have developed a standard operating procedure to streamline the Disabled Facilities Grant (DFG) process. This has improved access and waiting times for clients and their carers.

7.3 The Housing Assistance and Disabled Adaptations Policy (HADAP) has been revised and is currently out for consultation. NM asked Community Forum members to access the link <https://hadap.questionpro.eu>. NM would welcome any feedback, ideas, comments or considerations. Please send them to nicola.mcveigh1@nhs.net before the 18th August.

NM is proposing that the means testing is removed as the admin costs for this outweigh the funding received. Only 1 DFG can be granted per person at the moment but NM is aware of many families that care for people but do not necessarily live together. These cases (in exceptional needs) should have the opportunity to apply for 2 DFG's. Some changes are very innovative and brings it into the 21st century.

7.4 NM gave an update on the Re-ablement Review explaining that Re-ablement provides services for people with poor physical or mental health or disability to help them live as independently as possible by learning or relearning the skills necessary for daily living. How can we equip individuals to be the best they can be for as long as they can? A review of the Re-ablement provision across North East Lincolnshire is required and a workshop was held in July to look at what works well, what could be improved, vision etc.

All agreed that after care should start at the hospital. We need to change culture and practice and equip the community to provide the care and support needed.

8. ANY OTHER BUSINESS

8.1 Nothing to report.

DATE, TIME & VENUE OF NEXT MEETING

Wednesday 4th September 2019 10.00am-12.30pm, Centre4, Wootton Road, Grimsby, North East Lincolnshire, DN33 1HE

COMMUNITY FORUM ACTION SUMMARY SHEET
7th AUGUST 2019

ACTION ID	OWNER	ACTION REQUIRED	DATE
597	CI	CI to check new ID badges as electronic access to the Municipal Offices is not needed.	ASAP
598	ALL	NM would welcome any feedback, ideas, comments or considerations regarding the HADAP revised policy. Please send them to nicola.mcveigh1@nhs.net before the 18 th August.	By 18/08/19